



# Limited warranty

Centor Integrated Doors

Effective June 1, 2015

centor<sup>®</sup>



# Limited warranty

## **Centor Integrated Doors**

This limited warranty applies to Centor Integrated Doors purchased after the effective date and extends to the owner of the building in which the doors were originally installed. When the building is sold, this warranty is fully transferable to the new owner(s) of the building.

Centor warrants that material quality and workmanship of the products supplied meet Centor quality standards and for the period of the warranty we will replace or repair (at our sole discretion) defective components.

A condition of this warranty is that the door is used and maintained in accordance with the requirements defined in the Centor Care and Maintenance Guide.

This warranty is applicable only to product installed in the USA and Canada. For information on warranties available in other countries, please contact Centor.



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## **Door panels and frames**

### **Glass**

Glass warranty applies to Centor factory installed glass or Centor supplied glass that is installed by Centor Integrated Dealers. Glass is warranted to be free from defects caused by defective materials or poor workmanship for a period of ten (10) years. Insulated glass units are warranted against seal failure caused by defective materials or poor workmanship that results in visible obstruction through the glass. The glass warranty is extended from our glass supplier and the same warranties, limitations and exclusions provided by that supplier are passed through to the owner.

### **Components other than glass**

Centor's Integrated Door hardware (carriers, concealed hinges and AutoLatches™) and frame and panel assemblies are warranted for ten (10) years against material and manufacturing defects.

The primary access lock and handle are warranted for one (1) year against material and manufacturing defects.

### **Exterior Aluminum Finish**

Centor's exterior paint finish is designed to meet the performance requirements of American Architectural Manufacturers Association (AAMA) 2604 specification. This specification includes a five (5) year 'slight change' in color retention.

### **Anodized Finishes**

Anodized finishes meet the American Architectural Manufacturers Association (AAMA) 611 specification.

### **Wood**

As a natural material wood will vary in color, texture and grain. Variation in the appearance of wood including raised grain, color variation and figuring may be enhanced by the application of clear or lightly colored finishes and are not defects.

### **Screens and shades**

Centor's retractable insect screens and shades are warranted for five (5) years against material and manufacturing defects.

### **Exclusive Remedy**

This limited warranty is made as of the original date of product purchase and is not a warranty of future performance. If a defect that is covered by this warranty is reported during the term of the applicable warranty period, and the terms of care and maintenance are in accordance with the published Centor requirements, then Centor will, at its discretion:

1. repair or replace the product or component
2. refund the price paid for the defective Centor product or component.

Removal, installation, finishing and disposal costs and services are not included. Replacement parts may differ from the original parts, however, Centor will endeavor to supply original replacement parts.

Replacements and/or repairs provided by Centor are warranted for the remainder of the original product warranty period.

## Exclusions

Damage, defects or other problems resulting from causes outside Centor's direct control are excluded from cover under this Limited Warranty. Such exclusions include, but are not limited to:

- Product selection and suitability for compliance with local or other applicable building codes.
- Damage caused by installation not in accordance with Centor's Installation Instructions and good building practice.
- Failure to follow the Centor Care and Maintenance Guide.
- Field applied finishes.
- Damage is specifically excluded, including (but not limited to) abrasion, gouging, impacts, drilling of holes, penetration by nails, screws, fasteners, grinding sparks, acid wash, scratching of glass with razor blades and the use of inappropriate cleaners and chemicals.
- Water infiltration other than as the result of a defect in manufacturing, materials or workmanship.
- Products installed in wall systems that do not allow for proper moisture management, such as exterior insulation and finish systems.
- (EIFS) or "synthetic stucco" without effective engineered drainage systems, are not covered.
- Insulating glass installed above 5000 feet without capillary tubes.
- Condensation on the room and/or weather exposed side of insulated glass.
- Condensation is not a product defect, but the result of excess humidity. Condensation, frost, or mold, mildew, or fungus on product surfaces is not covered.
- Stains or blemishes on fabrics used in Insect Screens or Shades caused after manufacture.
- There is no warranty on the change in appearance of any surfaces due to dirt.
- Damage caused during transport, delivery or handling.
- Accidents.
- Normal wear and tear.
- Acts of God.
- Installation or use near pools, saunas, hot tubs, or other high-humidity environments.
- Shifting or settling of the structure in which the product is installed.
- Extreme weather events.
- Extreme or unusual atmospheric conditions.
- Misuse, abuse, modification, alteration, accident, negligence.
- Normal color fade of paint finishes due to UV and atmospheric conditions.
- Wood surfaces not coated with a quality wood finish inside 30 days.

## **Limitation of Liability**

The full extent of Centor's liability in any warranty claim is limited to the original invoice value of the product claimed to be defective. This limitation of liability shall survive and apply even if the exclusive remedy is found to have failed its original purpose excluding installation, survey and delivery charges.

Centor will not be liable in contract, tort or otherwise for costs, expenses, loss or damage to any person or property, including consequential losses or loss of profits, resulting directly or indirectly from any defect or breach of warranty.

Centor may, in its discretion, extend benefits (good will) beyond what is covered under this Limited Warranty. Any such extension shall apply only to the specific instance in which it is granted, and shall not constitute a waiver of Centor's right to strictly enforce the exclusions, disclaimers, and limitations set forth in this Limited Warranty in any or all other circumstances.

## **Warranty Claims**

All warranty claims must be made within sixty (60) days of the appearance of the defect. To make a warranty claim, contact your Centor dealer. If, after five days, your dealer has not responded, send a written request to: Centor North America, 966-130 Corporate Blvd, Aurora IL 60502, Attn: Warranty Claims.

Include the following information: your name, address, and telephone number, the date you purchased your product, the name of the dealer from whom you purchased your product, a description of product, order number, specific definition of problem or defect, actions you have taken and contacts you have made with your local dealer. Once we've received your letter, we will respond to your claim promptly.

## **This is the only Warranty**

This warranty is for Centor Integrated Doors and the component parts thereof. This is the only warranty provided by Centor for Integrated Doors. All other warranties, whether expressed or implied by any legislation, are hereby excluded to the extent permitted by such legislation.

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